GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:3848
ANSWERED ON:22.12.2015
Consumer Movement
Godse Shri Hemant Tukaram

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether consumer movement is growing in the country to protect the interests of consumers;

(b) if so, the details and the status thereof, State-wise;

(c) the funds allocated and utilised by the States for the purpose during the last three years, State and year-wise; and

(d) the details of funds sanctioned to the agencies/NGOs/VOs to boost the consumer movement in the States of Maharashtra, Uttar Pradesh and NCT of Delhi during the said period?

Answer

THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a) & (b) : Yes, Madam. Enactment of Consumer Protection Act, 1986 has set in motion a veritable consumer movement in the country. Under the Consumer Protection Act, 1986, a three tier quasi-judiciary machinery has been set up at District, State and Central levels for better protection of the interests of consumers and to provide simple and speedy redressal of consumer disputes. These quasi-judicial bodies are empowered to give relief of a specific nature and award, wherever appropriate, compensation to consumers.

A countrywide multimedia awareness campaign titled 'Jago Grahak Jago" is being conducted on various issues related to consumer rights and responsibilities across diverse subjects. Joint campaigns have been launched in partnership with other sector specific regulators such as FSSAI, NPPA and Reserve Bank of India to raise awareness on the rights of consumers. The States/UT have been actively associated in the programme especially in expanding the geographic reach of the campaign on consumer awareness.

The Department also operates the Consumer Welfare Fund to strengthen the Consumer Movement in the country by way of financial assistance to the State/UTs for setting up consumer clubs in schools/colleges, to VCOs/NGOs to raise awareness amongst consumers and as also to educational institutes for research on consumer issues and running of centres on consumer studies.

A National Consumer Helpline at the Centre and State Consumer Helplines in the states have also been set up for guiding the consumers for redressal of their grievances.

The details of the funds allocated during the last three years under awareness campaign, Strengthening Consumer Fora and State Consumer Helpline are given in the Annexure-A State/UT wise.

(c) : The funds allocated for consumer movement during the last three years is given in Annexure-B.

(d) : The details of funds sanctioned to the agencies/NGOs/VOs to boost the consumer movement in the States of Maharashtra, Uttar Pradesh and NCT of Delhi during last three years is given in Annexure-C.
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